



Core IT Modernization

# Voice Accelerator for Contact Centers



Contact centers form the heart of your business, working hard to solve critical problems and enhance customer experience with each interaction. In fact, it has become more important than ever for companies to deliver superior customer experiences to ensure customer retention. However, traditional call center IVR accelerators are not equipped to respond to customer issues rapidly or handle sudden surges in call volumes. They tend to be very expensive and require extensive hardware management. Moreover, the deployment time for traditional call center IVR systems ranges anywhere from 4 to 6 months. They are hard to customize and provide limited integration with CRM systems, resulting in an inability to provide personalized and dynamic customer engagement.

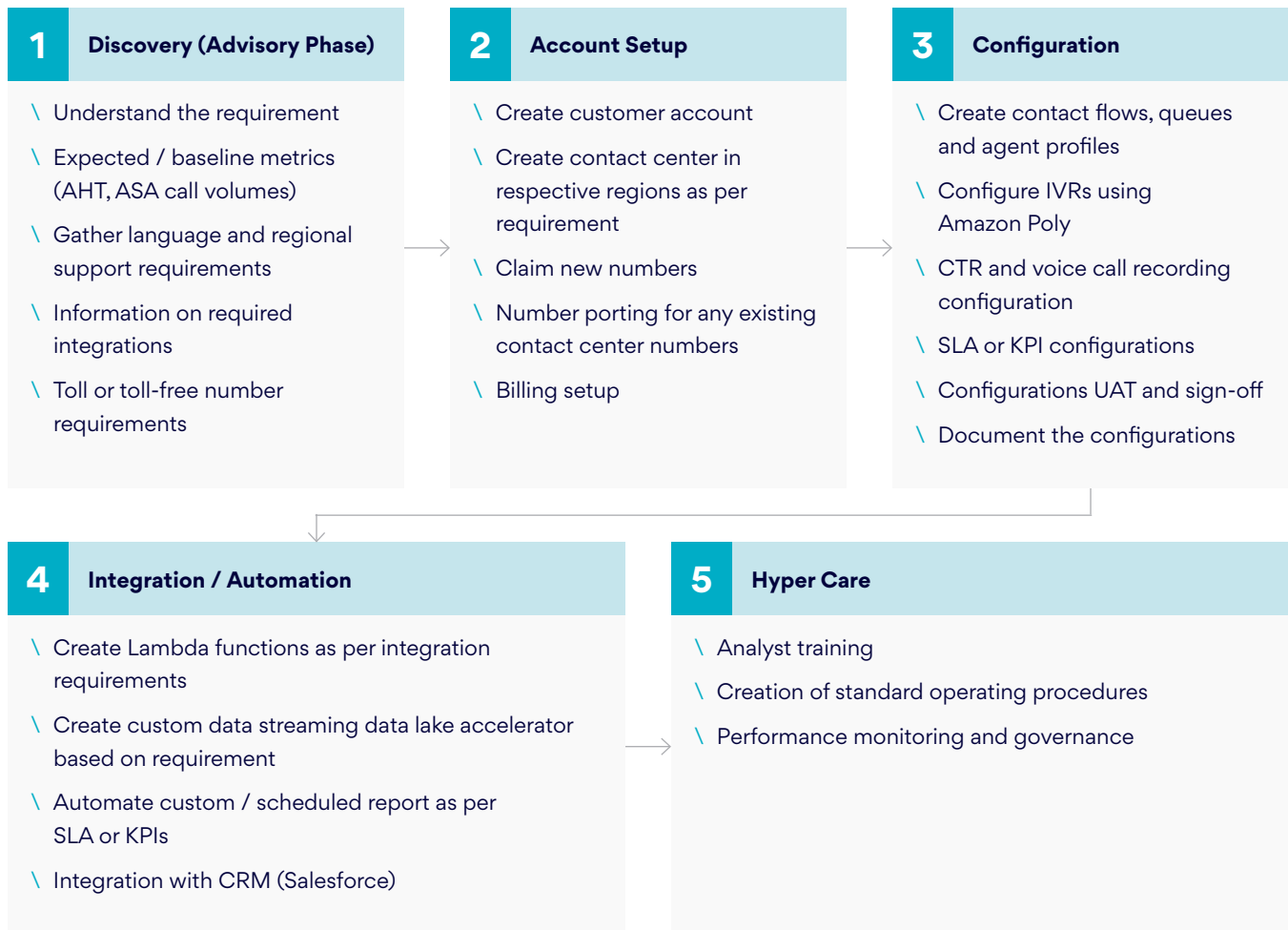
## Persistent's Voice Accelerator

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Persistent helps you deploy a cloud-based contact center using Amazon Connect in as little as 3 weeks. With Persistent's voice accelerator for contact centers, you do not need any supporting systems and software. It provides the ease of usage-based billing, helping

companies reduce costs. Its neural language based IVR and virtual agents let you deliver seamless customer engagement across channels. The accelerator integrates effortlessly with multiple CRM systems, to help you provide personalized experiences.

# How it Works



Supercharge your customer experiences with a cloud-based contact center.

[Request Demo](#)

## About Persistent

With over 13,500 employees around the world, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. Our next-level capabilities and solutions that support continuous innovation help enterprises boost efficiency, resiliency, and agility with a solid core IT modernization strategy.

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